

Technology Plan 2009-2012

Creation Date: 12/15/09

Library Name: Holdrege Area Public Library

Library Director: Pam Soreide

Street Address: 604 East Avenue

City: Holdrege

State: NE **Zip:** 68949

County: Phelps

Telephone number (including area code): 308-995-6556

Population of city and census year from: 5636 (2000)

Population of county and census year from: 9747 (2000)

Technology Plan covers the Fiscal years of: July 1, 2009 thru June 30, 2012

Technology Planning Committee for Library and/or Community

Library Staff:

Pam Soreide, Director, Holdrege Area Public Library, Holdrege

Linda Davey, Head of Circulation/Reference, Holdrege Area Public Library, Holdrege

Cindy Gitt, Children's Librarian, Holdrege Area Public Library, Holdrege

Cynthia Blum, Cataloger, Holdrege Area Public Library, Holdrege

Diana Urbom, Administrative Assistant, Holdrege Area Public Library, Holdrege

Holdrege Area Public Library Board of Trustees:

Les Longmire, President, Library Board of Trustees

William Tringe, Library Board of Trustees

Craig Mickey, Library Board of Trustees

Mary K Nelson, Library Board of Trustees

Lenore Kayton, Library Board of Trustees

Linda Black, Library Board of Trustees

Dudley Kardell, Library Board of Trustees

Diane Samuelson, Library Board of Trustees

Sandi Ericson, Library Board of Trustees

Virginia Grafe, Library Board of Trustees

Current Technology:

Computer Labs are in place for student use at all levels in Holdrege schools. Some of the county schools also have computer labs. Central Community College has a small lab, and offers classes to the public. The community college also sponsors a traveling laptop network for instruction at remote areas outside of Holdrege.

The City of Holdrege has recently put in place a local area network with Internet access. The library has subscribed to wireless DSL service from Qwest. Dial-up connections to Internet Service Providers are available in the community, as well as cable access through Charter. In addition, DSL service is available from Qwest, and wireless DSL from Gryphon Wireless.

The Holdrege Area Public Library currently offers seven free Internet workstations (5 adult, 1 young adult and 1 children's). We also have an imaging workstation, and several OPAC workstations. Our online catalog is web-enabled and featured on our website.

Goals and Strategy

Section I Telecommunications and Internet Strategy

Goal 1: Support growing demand for free Internet access

Objective: Increase capacity of Internet workstations

Desired Outcome: Increase number of Internet sessions able to be hosted in the library by 50%

Task: Create computer lab environment with at least 10 public access computers in the building

- Friends of HAPL will acquire 8 study carrels for Computer Lab area
- Friends of HAPL will acquire 10 new monitors for computers in Computer Lab
- Two additional PCs acquired through an LSTA grant will be deployed

Goal 2: Satisfy needs in community for technical resources

Task: Implement grant request for mobile laptop lab that can serve two purposes

- Use for classroom teaching purposes
- Make available for check out for wireless or wired computer access when all computer lab workstations are busy

Task: Make a technology workstation available to the public through compliance with requirements of the Nebraska Memories grant

- Write step-by-step instructions for use of scanning workstation
- Explore possibilities of Adobe Captivate for video editing
- Teach staff to use the high resolution scanning workstation, and be prepared to teach members of the public how to use it

Task: Participate in the first group of libraries seeking to implement a consortium for an open source ILS (Evergreen or Koha).

- Director is an active member of the committee working on an RFP and implementation/migration/funding issues.
- Director to participate in promotion of consortium to other libraries through speaking opportunities
- Since the server will be hosted remotely, we may need to add a separate broadband connection to handle ILS transactions
- Once implemented, add self-checkout as a service. Future planning for a new or renovated library should take this space requirement into account.

Goal 3: Continue to provide telephone access to the library and develop additional web-based communications channels

Objective: Improve utilization of phone service to the library

Task: Offer a teleconferencing service to the public, including business entities

- Use e-rate funding to replace or expand our telephone system
- Add an additional line for teleconference use

Goal 4: Increase overall use of materials and services by patrons; undertake outreach services to underserved portions of community

Objective: Increase traffic through the library and circulation statistics by at least 1% per year

Task: Develop in-house promotions of under-used portions of collection to heighten awareness

Task: Sustain production of Friends newsletter informing public of new developments in the library

Task: Pursue aggressive marketing campaign, issuing press releases to newspapers, radio stations, and television stations at least once per month

Task: Establish a Holdrege Area Public Library Facebook page, and use to highlight activities and new acquisitions

Objective: Expand our services in Early Literacy

Task: Expand our Books for Babies program to include elements from the ALA “Born to Read” program

Task: Implement grant to set up Letter Bookbags

Objective: Improve ease of browsing the collection

Task: Replace sections of shelving in paperback section with display/storage shelving for periodicals—integrate paperbacks with hard copy fiction

Task: Add display gondolas for up to two years of new books, arranged by genre

Task: Investigate use of categories to group non-fiction for browsability

Task: Undertake signage project to improve patron orientation in the library environment

Goal 5: Evaluate ongoing technology initiatives for utilization and effectiveness

Desired Outcome: Increase hit rate on library website by 3% and produce one adult program with 20 attendees

Objective: Develop promotional campaign for technology initiatives that we decide to continue, i.e. Overdrive downloadable digital audiobooks, webpage resources, online catalog, public access Internet workstations, etc.

Task: Incorporate promotion of technology initiatives into Marketing/Communications/Public Relations Plan.

Section II Continuing Education/Professional Development

Goal 1: Establish learning plans for each staff member to ensure cross-training and full utilization of all resources available

Objective: Address the ongoing training requirements of staff to be able to support technology offerings

Task: Teach staff to use the high resolution scanning workstation, and be prepared to teach members of the public how to use it

Task: Teach staff to set up and use the mobile laptop lab and the mobile videoconferencing workstation

Task: Teach staff to use the early literacy workstation and be prepared to help children use it

Goal 2: Formal and Distance Learning

Objective: Foster participation in local, regional and remote access training sessions which include technical components

Task: Identify and support registration for staff training sessions, including programs such as:

- Attendance at Nebraska Library Association Annual Conference
- Support one staff member in efforts to complete all four modules of certification training
- Watch streaming video presentations or videos on customer service and technology from SirsiDynix, College of Du Page, and others

Section III Assessment of Telecommunication Services, Hardware and Software

Goal I: Preserve high level of customer service and staff productivity by keeping library computing and telecommunications infrastructure up to date.

Objective: Monitor adequacy of all software in use

Task: Create timetable for reviewing computer software performance, licensing and upgrade paths. Software includes Microsoft Office components, Follett technical support, DeepFreeze licenses and Computer Associates antivirus licenses.

Objective: Monitor adequacy of all hardware in use

Task: Over time, replace all computers on regular schedule. Specifications for public access computers should include:

- Nobilis A272M or better
- AMD Athlon64 3500+ or better
- DVD/CDRW combo drive
- 1.44M floppy drive
- Integrated audio, video, lan
- 80GB SATA hard drive or better
- 3 year warranty
- 1 G RAM expandable or better
- Vista ready
- Front side USB

Task: Create timetable for reviewing computer hardware performance and upgrade paths

Section IV. Budgeting for Non-Discounted e-Rate Services

Goal 1: Budgeting process

Objective: Monitor expenses and gain annual budgetary approval for non-discounted telecommunications and technology costs as separate line items

Task: Ensure sustained budgetary levels by educating Library Board about technology services and demonstrate cost-effective strategies to deliver those services

Task: In 2008-2009, budget \$1800 for Internet expenses, \$1200 for Telephone expenses, and \$3800 for Automation expenses. These amounts include the annual maintenance amount for Clark Connect, which is our CIPA-compliant filtering software for the entire building, including the wireless access.

Task: Supplement regular income with fundraising efforts and grant-writing projects to fund technology and continuing education initiatives

Section V. Progress Evaluation Process

Goal 1: Develop annual technology plan that is integrated with high-level Strategic Plan that is communicated to Library Board members

Objective: Identify action items and outcomes for annual Technology Plan that contribute to success of overall strategy

Task: Create project plans with detailed descriptions of steps needed, resources allocated, and target completion dates

Task: Assign discrete projects to staff members or outside consultants for implementation

Task: Hold weekly management meetings to discuss progress, resolve obstacles, and communicate unexpected developments

Task: Maintain statistics on the number of Internet sessions hosted to document increased service levels as well as circulation statistics and statistics on number of reference questions answered

Task: Document number of people attending library-sponsored programs and report on statistics

Task: Report on progress of Technology Plan to Board members in Library Annual Report.

Technology Assessment/Inventory

Number of telephone lines in the library ___3_____

Monthly cost of telephone service_____@\$200_____

Name of telephone service provider_____Qwest (local) Broadwing (long distance)___

Fax Number 308-995-5732_____Does the phone/fax/Internet share the same line ___no_

Do you have Internet in your library (circle one)? yes no

Who is your Internet provider _____ Qwest_____

How does the library access the Internet (through dial-up, DSL, or through another type of technology)? Please note the type of access. Also include the speed (i.e. 56k) of access.

_____DSL_____

What is the cost of Internet service per month
_____ \$101.20 _____

Other wiring presently in the library for purposes of Internet (circle one if it applies to the library): 56K line T-1 line ISDN DSL Cable

Provide details of all the equipment that is technology-related at your library. These details should include the make/model and other specifications.

You should have enough details written down so that this list could assist you with not only assessing the type of technology that is currently available at the library but for any insurance-related needs.

Computer Equipment Inventory				
Location	Network Name Serial #	Specs	Software	Installation Date
Overdrive Workstation	PSLSTN	Athlon 4 processors, 2.8 GHz 8 MB cache RAM 512 MB RAM CDRW	Windows XP Pro 2002 SP3; Windows Group Policies governing security, Computer Associates virus protection	2007
Imaging Workstation	PLSSTN	Intel ACPI x86 based PC ATA hard drive, 149 G 2 G RAM 21" monitor MicroTek Scanmaker 9800 XL scanner	Windows Vista, Photoshop Elements 6, Nero, Deep Freeze, Word 2003, Computer Associates virus protection	2008
YA computer	PLSSTN38	Athlon 4 processors, 2.8 GHz 8 MB cache RAM 512 MB RAM 15" flat screen monitor CDRW	Windows XP 2002 SP3; Windows Group Policies governing security, Computer Associates virus protection	2007
Circulation Office	PLSSTN11	Pentium 4 processors, 2.8 GHz 8 MB cache RAM 512 MB RAM 15" flat screen monitor DVD/CDRW	Windows XP Pro 2002 SP3; Microsoft Office; Computer Associates virus protection	2006
Circulation Desk East	PLSSTN20	Intel Pentium III processor; 434 MHz; 320 MB of RAM; Realtec RTL8139 Family PCI Fast Ethernet NIC	Windows XP Pro 2002 SP3; Open Office; Windows Group Policies governing	1999

			security, Computer Associates virus protection	
Circulation Desk West	PLSSTN99	Intel ® Celeron ® CPU 2.80 GHz; 248 MB RAM; Realtec RTL8139 Family PCI and Fast Ethernet NIC	Windows XP Pro 2002 SP3; Open Office; Windows Group Policies governing security, Computer Associates virus protection	2005
OPAC1	PLSSTN06	Intel Pentium III processor; 434 MHz; 320 MB of RAM; Realtec RTL8139 Family PCI Fast Ethernet NIC	Windows XP Pro 2002 SP3; Microsoft Office; Windows Group Policies governing security, Computer Associates virus protection	2007
OPAC2	PLSSTN02	Intel Pentium III processor; 434 MHz; 320 MB of RAM; Realtec RTL8139 Family PCI Fast Ethernet NIC	Windows XP Pro 2002 SP3; Microsoft Office; Windows Group Policies governing security, Computer Associates virus protection	2007
Cataloger	PLSSTN09	Pentium 4 processors, 2.8 GHz 8 MB cache RAM 512 MB RAM 15" flat screen monitor DVD/CDRW	Windows XP Pro 2002 SP3; Microsoft Office; Computer Associates Virus Protection OCLC Connexion	2006

ILL Desk	PLSSTN21	Intel Pentium III processor; 350 MHz; 320 MB of RAM; 3COM Ethernet XL 10/100 PCI TX NIC (3C905B-TX)	Windows XP Pro 2002 SP3; Microsoft Office; Computer Associates Virus Protection	1999
Children's Assistant	PLSSTN15	Intel Pentium III processor; 350 MHz; 320 MB of RAM; 3COM Ethernet XL 10/100 PCI TX NIC (3C905B-TX)	Windows XP Pro 2002 SP3; Open Office; Computer Associates Virus Protection	1999
Administrative Assistant	PLSSTN12	Pentium 4 processors, 2.8 GHz 8 MB cache RAM 1 GB RAM 15" flat screen monitor DVD/CDRW	Windows XP Pro 2002 SP3; Microsoft Office; Computer Associates Virus Protection	2006
Director	PLSSTN14	Pentium 4 processors, 2.8 GHz 8 MB cache RAM 1 GB RAM 15" flat screen monitor DVD/CDRW	Windows XP Pro 2002 SP3; Microsoft Office; Computer Associates Virus Protection	2006
Children's Librarian	PLSSTN10	Pentium 4 processors, 2.8 GHz 8 MB cache RAM 512 MB RAM 15" flat screen monitor DVD/CDRW	Windows XP Pro 2002 SP3 2; Microsoft Office; Computer Associates Virus Protection	2006
Children's Internet	PLSSTN39	Athlon 4 processors, 2.8 GHz 8 MB cache RAM 512 MB RAM 15" flat screen monitor CDRW	Windows XP Pro 2002 SP3; Microsoft Office; Windows Group Policies governing security, Computer Associates virus protection	2007

Children's OPAC	OPAC1	Intel Pentium III processor; 434 MHz; 320 MB of RAM; Realtec RTL8139 Family PCI Fast Ethernet NIC	Windows XP Pro 2002 SP2; Microsoft Office; Windows Group Policies governing security, Computer Associates virus protection	1999
Children's Games	Not Networked	AWE Children's Literacy Station		2008
INET1	PLSSTN33	Athlon 4 processors, 2.8 GHz 8 MB cache RAM 512 MB RAM CDRW	Windows XP Pro 2002 SP3; Microsoft Office; Windows Group Policies governing security, Computer Associates virus protection	2007
INET2	PLSSTN35	Athlon 4 processors, 2.8 GHz 8 MB cache RAM 512 MB RAM CDRW	Windows XP Pro 2002 SP3; Microsoft Office; Windows Group Policies governing security, Computer Associates virus protection	2007

INET3	PLSSTN32	Athlon 4 processors, 2.8 GHz 8 MB cache RAM 512 MB RAM CDRW	Windows XP Pro 2002 SP3; Microsoft Office; Windows Group Policies governing security, Computer Associates virus protection	2007
INET4	PLSSTN34	Athlon 4 processors, 2.8 GHz 8 MB cache RAM 512 MB RAM CDRW	Windows XP 2002 SP3; Microsoft Office; Windows Group Policies governing security, Computer Associates virus protection	2007

Locally, how will the library use this inventory assessment for purposes of technology planning pertaining to the E-rate services and overall? How will it be used to assess your other technology needs for the library?

This inventory list will allow us to track the hardware specifications and software installations on all organizational computers. It will also allow us to prioritize which computers need to be replaced on the basis of their configuration and intended use.

Library Director Signature _____

Date _____ (mm/dd/yyyy)

Board of Library Trustees President Signature _____

Date _____ (mm/dd/yyyy)